

August 27, 2014

ORIGINAL

RECEIVED

2014 OCT -8 A II: 13

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas
Post Office Box #191
(Lot #18 & Lot #173 - Park Estates)

Sanders (Apache County), Arizona 86512-0181

Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

RE: Arizona Windsong Water Company Inc. / Mr. & Mrs. Patton Earl Paulsell

Proof that an audit must be done on this company and the owner, Mrs. Lillian Paulsell (this is just a small sample of the complaint).

PLAINTIFF:

DEVONNA THOMAS

RESIDENT: ARIZONA PARK ESTATES - LOT 173

MAIL BOX ADDRESS: PO BOX 181 - SANDERS, ARIZONA 86512-0181

DEFENDANT:

ARIZONA WINDSONG WATER INC - MRS. LILLIAN PAULSELL (OWNER) MAIL BOX ADDRESS: PO BOX 261 / SANDERS, ARIZONA 86512 -0261 TELEPHONE (CHANGED MULTIPLE TIMES): 505-870-6700

Arizona Corporation Commission

DOCKETED

OCT 08 2014

DOCKETED BY

METER READING CONDUCTED ON THE 4TH OR 5TH WEEK OF EVERY MONTH // DEADLINE FOR PAYMENT: ON THE 10TH OF EVERY MONTH // LATE CHARGES ADDED: AFTER THE 15TH OF EVERY MONTH // SHUT OFF WATER TO THE PROPERTY FOR NONPAYMENT: THE 20TH OF EVERY MONTH (ACCORDING TO THE ARIZONA WATER COMMISSION - 10 BUSINESS DAYS WITH NOTICE IS REQUIRED)

AUGUST 22, 2014: NEVER FOLLOW UP OR REPLY ON THE APRIL 2014 WATER BILL STATEMENT //
WATER WAS TURNED OFF IN THE AFTERNOON TODAY WHILE WE WERE IN
GALLUP, NM // STATED TODAYTHAT MRS. PAULSELL NEVER RECEIVED ANY
PAYMENTS SINCE APRIL 2014 AND THAT INCLUDES AUGUST 2014 ("TERRY"
COLLECTED METER READINGS TODAY) // I NEVER RECEIVED THE AUGUST
2014 WATER BILL STATEMENT // ASCO WAS PRESENTWHEN MRS. PAULSELL
SAID THAT SHE MAILED OUT AUGUST WATER BILL STATEMENT FOR LOT
#173; THEN, MRS. PAULSELL TOOK OUT A SEALED ENVELOPE WITH MY
ADDRESS AND AN USPS STAMP ON IT, OPENS IT IN FRONT OF ME & THE
ASCO, AND HANDS ME MY AUGUST 2014 WATER BILL STATEMENT (ISN'T
THAT A FEDERAL OFFENSE TO OPEN SOMEONE ELSE'S LETTER?) //
DEMANDED \$335.10 BEFORE SHE TURNS THE WATER BACK ON //

Docket No. W-02250A-14-0028

Arizona Windsong Water Company Inc. / August 27, 2014 Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

I INSISTEDTHAT SHE WAITS UNTIL A FRIEND BRINGS OVER A MONEY ORDER FOR \$335.10 (WHILE WE WERE WAITING, SHE WAS VERY OUTSPOKEN AND COMMENTED THAT SHE OWNS THIS SHIT (MY LOT#173, #174, & #175), SHE OWNS THIS TOWN "SANDERS, AZ", SHE OWNS THE WATER); WHEN THE MONEY ORDER WAS DELIVERED, I HANDED HER THE MONEY ORDER WITH AN ASCO PRESENT AS A WITNESS //WATER WAS TURNED BACK ON AT 6:18 PM // MRS PAULSELL WANTED THE ORGINIAL AUGUST WATER BILLING STATEMENT THAT SHE MADE NOTES ON BUT I TOLD HER THAT THIS WAS "MY" AUGUST WATER BILLING STATEMENT

There are many inaccurate calculations of her figures; she estimates the gallon of water we use in the thousands AND estimates total rate amount: example: 15,490 to 15,000 or 9,720 to 10,000, plus the rates per gallons are different between April - July. On the August water bill statement, the math is my main concern. How does 5,600 gallons go to 26,580 gallons? To continue, on March 24, 2014, Arizona Corporation Commission received the MOTION FOR EMERGENCY/INTERIM SURCHARGE (Docket No. W-02250A-14-0028) filed by Roshka, DeWulf, & Patten, PLC on the behalf of Mrs. Lillian Paulsell which allowed \$30.00 per month to be added to the monthly water charges (the final approval was made on April 8, 2014 but it was not suppose to take effect until the next regular scheduled billing - May 1, 2014). This Emergency/Interim Surcharge was only temporary until the Arizona Corporation Commission approve the final rates and charges for Arizona Windsong Water Inc. which was on July 22, 2014, but that was not suppose to take effect until August 1, 2014 (enclosed: copy of CHANGE IN RATES).May, June, and July had no set rates to go by other than the added \$30.00 per month. I have found her math formula:

8/2/0/4 (762790)75719	10 126,580	193 12	3010	_3d2	1000	649	3	15,10
Here Property Photos	US COMBUNICO	AZ HZO	co	Shit #16	Loggo	July H	A 1 =	2000
BX. 181 Sanders, A	315.10 + 20.00 - 3350 - 3350 - 3550 - 3550 - 3550 - 3550 - 3550	The second	AHIZ		MILCHARTON PAY B MASSI MASSI MASSI MASSI SANDER 870	TOO STATE	1 2 2 2 2 2 2	M. 84 6 - 18 PM

AUGUST 2014 WATER BILL STATEMENT: METER READING **762,790-757,190** TOTAL USEAGE: 26,580 GALLONS - **MATH INCORRECT - 5,600 GALLONS - WHEN I CHECKED THE METER MYSELF AFTER EVERYONE HAD LEFT, I TOOK A PHOTO OF IT - 762,710 GALLONS - 5,520 GALLONS**): \$193.12 // CO (?): \$30.00 // SHUT OFF FEE: \$20.00 // LATE FEE: \$10.00 (JULY 2014 - \$5.00 & AUGUST 2014 - \$5.00) // JULY 2014: \$64.00 // REINSTATEFEE: \$20.00 // JUNE2014: \$53.00 // TOTAL AMOUNT \$390.12, BUT SHE WANTED \$335.10 (PAID WITH MO#: 17062907318 -8/22/2014 - \$335.10)

Arizona Windsong Water Company Inc. / August 27, 2014

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AUGUST 2014 DETAIL EXPENSES (MRS. PAULSELL & CHANGE IN RATES):

MONTHLY EMERGENCY/INTERIM SURCHARG	iΕ	
MONTHLY USAGE CHARGES (5/8X3/4-INCH M	ETER)	
JUNE 2014 PAYMENT	53.00	
JULY 2014 PAYMENT	64.00	
JULY 2014 LATE CHARGE	5.00	
AUGUST 2014 LATE CHARGE	5.00	
SHUT OFF FEE	20.00	
REINSTATE FEE	20.00	
CO (?)	30.00	

MRS. PAULSELL CALCULATION:

(193.12) (193.05?) **< \$42.90 >**

\$193.12 = \$7.15 PER 1000 GALLONS=

27 (estimated from 26.580) x \$7.15 = \$193.05

*** 5,600 gallons = 6 (estimate again) x \$7.15 = \$42.90 ***

CHANGE IN RATES WITH CORRECT FIGURES:

< 30.00 >

37.12

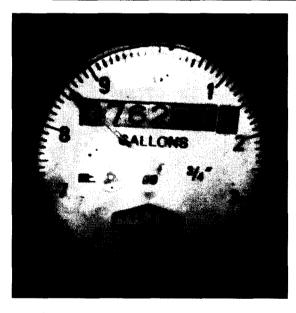
\$30.00 = \$5.00 PER 1000 GALLONS (BETWEEN 3,001 TO 12,000 GALLONS)

*** 5,520 gallons = 6 (estimate again) x \$5.00 = 30.00 ***

TOTAL:

<\$335.10 > (\$390.12) (\$390.07?) <\$219.90 >

< 67.12 >



APRIL 2014 - \$50.00 MINUS THE \$30.00 = \$3.33 PER 1000 GALLONS = 6 (6,000) X \$3.33 TOTALS OUT TO \$19.98 (estimated it to \$20.00)

MAY 2014 - \$59.00 MINUS THE \$30.00 = \$1.90 PER 1000 GALLONS = 15 (estimated from 15,490) X \$1.90 TOTALS OUT TO \$28.50 (estimated it to \$29.00)

Docket No. W-02250A-14-0028

Arizona Windsong Water Company Inc. August 27, 2014

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JUNE 2014 - \$53.00 MINUS THE \$30.00 = \$2.25 PER 1000 GALLONS - 10 (estimated from 9,720) X \$2.25 TOTALS OUT TO \$22.50 (estimated it to \$23.00)

JULY 2014 - \$64.00 MINUS THE \$30.00 = \$3.04 PER 1000 GALLONS - 21 (estimated from 20,980) X \$3.04 TOTALS OUT TO \$63.84 (estimated it to \$64.00

In conclusion, I am not the only one who is going through these stressful times with our needed supply of water but there are family members and other residents in our Park Estates community who are feeling the same anxiety from Roshka, DeWulf, & Patten, PLC; Arizona Windsong Water Inc; and Mrs. Lillian Paulsell. With no support from the Arizona Corporation Commission in Phoenix, Arizona; in spite of the many complaints and complaint letters to varies people, Mrs. Lillian Paulsell has fully believe that she is untouchable, that is until she turn off the water connected to our private property. August 22, 2014's episode was not only frightening (we have two small children, high breed rping horses, & caught us between paychecks), but I truly think this incident will only continue, with no remorse or shame, to other innocent customers (retirees with a set budget or hard working individuals) that uses Arizona Windsong Water Inc. who supply the water to their private properties on Park Estates too.

Nonetheless, still hoping for NTUA to take over Arizona Windsong Water Company Inc. It would give us more confidence with NTUA in charge then to live with uncertainty with Mrs. Paulsell's taking care of our drinking water. It is possible, but because of Mrs. Paulsell's greediest, I doubt that she will never going to work out any kind of agreement to let go her company. It is a constant battle trying to deal with Mrs. Paulsell, her business matter is really horrible!

We would be very grateful for your consideration and ANY assistance.

Sincerely,

Ms. Betty Smith

E-mail: bl_begaysmith@yahoo.com

COPIES TO:

Senator Carlyle Begay 1700 West Washington Room 315 Phoenix, Arizona 85007

Mr. Bob Stump, Chairman Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

Docket No. W-02250A-14-0028

Arizona Windsong Water Company Inc. August 27, 2014

Ms. Betty Smith / Mrs. Shirley P. Begay / Mrs. Devonna Thomas

Representative Ann Kirkpatrick 405 North Beaver Street Suite 6 Flagstaff, Arizona 86001

Commissioner Gary Pierce Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

Commissioner Brenda Burns Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

Commissioner Bob Burns Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

Commissioner Susan Bitter Smith Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007

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Arizona Corporation Commission Utilities Division 400 W. Congress Street Tucson, Arizona 85701

Arizona Corporation Commission Consumer Services Section 1200 West Washington Street Phoenix, Arizona 85007

Navajo Environmental Protection Agency Attn: Yolanda Barney/Environmental Program Manager Public Water Systems Supervision Program Post Office Box 339 Window Rock, Arizona 86515

Arizona Department of Environmental Quality Attn: Mark Shaffer 1110 West Washington Street Phoenix, Arizona 85007

Docket Control Arizona Corporation Commission 1200 West Washington Phoenix, Arizona 85007 Arizona Windsong Water Company Inc. August 27, 2014

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FYI: Now, do you think Mrs. Paulsell. owner of Arizona Windsong Water Inc., will ever use any means of communicating with the Park Estates community when a situation of any type of emergency that would cause harm to our health or the children's?

What's news

Boll water advisory issued for Lupton By Kathy Holms Ore Review THE PROPERTY PROPERTY

FORT DEPLANCE ---Navago Tribal Unlity Authority has signed a bed WHEN AN MONEY BUT IN water customers in the Lagron area after restaux water samples pulled by to fire beamoutel and Complisace Laboratory tested position BV Leaf cultiform buctors and E.

Continuent and advised to hote water at least fine mission before drailing. couldn't or dail washing. NTUA water creas are working to dissipline the water system and to identiby possible sources of contensoration according to Dornise Beconti of

The utility is conducting further toking and will active continues when scale have returned to meand scudings and a in no longer necessary to boil

Information: NTUA Fore Dehimer Diamer Office 924 129 121

Cata of Name

MAD, N.M. - Wednesday, August 20 2014

LOCAL

NTUA lifts boil water advisory

By Kathy Harma Olive Sureau navigo I (Rigadi parelependent com

LUPTON - Nevajo Tribel Unitry Authority Lifted a bed water advisory Tuesday for the Lapton community after sample results collected by its Environmental Compliance and Labrentery staff returned to normal.

NTUA issued an advisory for its Lupton cus-tomers last week after routine water samples tested positive for social enliform hacteria and E. coli. Decase Becento of NTUA said the findings were reported to Navajo Nation Emuroamental Prespe-

tion Agency and the alvisory was continued until the utility received the "all clear" notice from NNEPA.

NTUA water crews identified the source of the

problem and disinfected the water system.
"We will continue to monitor closely for the next few days. Meanwhile, the offending well was taken off line and shut off, The water is now being fed-freen a new source and will remain that way. We appreciate the postering and understanding of our water customers in Lupton," Becenti snot.